

**THE NC DOMESTIC VIOLENCE COMMISSION'S
WORKPLACE POLICY
AND
AWARENESS COMMITTEE**



WORKPLACE VIOLENCE AUDIT

**SURVEY RESULTS (ANONYMOUS)
and
FINAL REPORT**

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Workplace Violence Audit

Final Report

Introduction

The NC Domestic Violence Commission's Workplace Policy and Awareness Committee commissioned an audit in the fall of 2003 to assist participating organizations in their planning and training on issues related to workplace violence. Millennium Concepts, LLC worked closely with the planning committee to create a survey that was easily administered through touchscreen kiosks and detailed enough to produce effective information for the development of follow-up training programs for these organizations.

Project Description

The survey program was designed for administration through touchscreen computer kiosks that were placed in carefully selected locations in 11 manufacturing facilities, healthcare organizations, and educational institutions. Participating organizations were chosen on a voluntary basis following a workplace violence seminar held in the fall of 2003.

Site coordinators at each facility chose locations for the survey kiosks that provided convenient access for staff members as well as enough privacy to reduce concerns about confidentiality on the part of respondents. Coordinators were free to move the kiosks to different locations within a site if necessary in order to facilitate staff participation. The amount of time the survey units were left in place varied by location and ranged from one week to 2 1/2 months, depending upon the size of the population and the ease with which staff could get to the unit's location.

Site coordinators were responsible for informing staff of the survey and encouraging them to participate. Informational strategies included signs near the survey kiosk, word of mouth, email messages to staff, and announcements on bulletin boards and in newsletters.

The survey itself was a branching survey of 27 total questions with both English and Spanish versions. It was developed at a reading level of approximately 6th grade. Participants were free to answer any questions they chose and could skip questions if they chose not to answer. Participants could also stop the survey at any time and their results to that point were recorded by the survey software.

The branching structure of the survey allowed for in-depth examination of items of greater complexity. Consequently, it was possible for participants who took the entire survey to answer as few as eight questions or as many as 26, depending on the answers to

specific questions. Because of the sensitivity many individuals have in regard to issues of violence and the difficult nature of many of the items covered, nothing in the survey allowed for any individual identification of survey participants.

Participation

Participation rates varied greatly based on the size of the facility in which the unit was located and the number of staff members available to participate. Actual rates ranged from a high of 78% at one of the smaller manufacturing facilities to a low of 2% at one of the larger health care facilities. The average participation rate of all organizations was 11%. Sample sizes, while quite varied among the participating organizations, were valid. A summary of the participation rates is presented in the data sheets that follow.

Audit Findings

The overall results of the workplace audit are reported here. Graphical representations are found in Appendix A. Several major issues stand out in the results.

Finding #1

Homeland Security, while an ongoing concern for the country as a whole, is still a difficult issue for companies and organizations to address in practical terms. Only 32% of responders on Question #1 felt they have been informed about procedures in the event of a biological or chemical attack, and only 17% believe that their employers have procedures in place for specific security alert levels. In view of the uncertainty within the country concerning domestic terrorism, this is an issue that needs continuing attention.

Finding #2

Violent incidents are a noteworthy concern for participants across the board. Although there is variability across the surveyed organizations, approximately 87% of participants (Question #3) have concerns in this area. In addition, responses to Question #7 indicate that almost 50% of respondents (48.3%) have themselves experienced or know someone at work who has experienced some type of domestic violence within the past five years, and 65% believe that domestic violence is, in fact, a workplace issue (Question #5). Examination of the detailed results reveals the specific areas and locations that need additional examination.

Finding #3

The types of incidents reported on the job are important to note. Because respondents were free to identify as many answers on this question (Question #9) as they felt applicable, their identification of threats, intimidation and harassment by a nearly 2-1 margin over the next closest types of incidents is noteworthy. When combined with the responses on email and phone intimidation and stalking, it is clear that more examples of psychological or emotional violence are being reported by respondents than examples of physical types of violence.

From these responses, it appears that the various organizations have apparently done a good job of communicating their strong stances against violent acts on the job, but that they might be underestimating or lacking an equally strong focus on emotional and psychological forms of violence. In either case, this appears to be an area of importance for future examination.

Finding #4

The frequency of the reported violent acts is important to note as well. Nearly 40% of respondents reported acts of violence in their workplaces on a daily or weekly basis (Question #10). Combined with the 60% of respondents identifying the perpetrators of the acts as fellow employees (Question #11), a significant amount of work time is probably being spent dealing with these acts and their aftermath.

Finding #5

The responses to Question #9 identifying how workplace incidents are affecting the victims and their coworkers are noteworthy as well. Four possible answers all received scores between 23% and 31%, and each one reflects a particular form of emotional or psychological response: fear, nervousness, anger, distraction, and discomfort interacting with either the victim or the perpetrator.

This supports the observation in Finding #3 of the psychological nature of the incidents and may account for the difficulty many organizations have in recognizing the extent of an existing problem. It is a much more subtle, but nonetheless powerful, form of violence, more difficult to address because it is not as obvious as an overt act of violence or sabotage.

Finding #6

In Question #4, a large cross section of respondents indicated that their response to these incidents is to talk with their supervisors or managers. This figure demonstrates the critical position that supervisors and managers hold in regard to

workplace violence issues, and reinforces the importance of specific training programs for them. Possible areas of training might focus on:

- 1) improving managers' and supervisors' abilities to identify and deal effectively with psychological forms of workplace violence, and;
- 2) working closely with victims and coworkers after an incident to re-establish a sense of safety and security in the workplace environment.

Question #16 is also noteworthy in the area of employee follow-up and psychological well-being, since more than one third of the respondents (33.8%) indicated that they were unsure of how the employer responded to a report. Although confidentiality in regard to personnel issues is important, there are ways for managers and supervisors to provide crucial feedback to employees indicating that appropriate action has been taken.

Finding #7

Although the actual numbers were small, the fact that six individuals reported themselves as perpetrators on this survey (Question #22) seems to indicate that they might appreciate some assistance as well. Some creative follow-up might be provided to this population to give them additional help and perhaps lead to fewer incidents in the future.

Final Observations

The wide variability in sample size as a percentage of available respondents (ranging from a low of 2% to a high of 78% of available staff members) appears to be related to several factors.

- First, the type of work environment appeared to have an impact on participation. The lowest sample sizes were in the two largest hospitals surveyed. Future surveys in physically large organizations might consider having kiosks located in multiple locations.
- Second, the proximity of the survey site to staff members appeared to have an impact on respondent rates. In general, the smaller the facility and the closer the survey kiosk was to the actual work area, the higher the levels of participation.
- Third, the number of promotional strategies site coordinators utilized and the varying levels of their effectiveness appear to be factors in the variability of the response percentages.












In the organizations where the response rates were the lowest, it will be important to generate a greater cross-section of respondents in order to increase the statistical reliability of the data from these organizations. To this end, we would recommend continued follow-up with an emphasis on broadening the response base.

Finally, the generally high response rates and the issues identified in the survey results illustrate the willingness of employees in a wide variety of professional settings to communicate how they feel about violence in the workplace and its effects upon them. A continuation of the data collection process would provide a solid base of reliable data that could be highly valuable in the further development of training programs and materials for companies throughout the state.












Workplace Violence Survey Final Results

	Location												
								College #1			YWCA		
Total Staff = N = Survey Question % Responding	334 167 50%	23 6 26%	50 39 78%	195 114 58%	2300 45 2%	475 38 8%	180 49 27%	215 30 14%	250 28 11%	750 49 7%	40 27 68%	4812 592 12%	
1. Has your employer told you what to do in the event of a: Severe weather event Biological or chemical attack/incident Person displaying a weapon in the workplace Total Respondents	123 44 70	4 1 3	23 20 20	52 26 24	34 21 15	29 24 21	39 31 30	20 6 9	20 7 8	30 10 20	17 2 6	391 192 226 592	66.0% 32.4% 38.2%
2. Does your employer have procedures for specific Homeland Security alert levels? No Yes Not Sure Total Respondents	49 23 74	3 0 3	15 6 17	49 22 28	7 3 26	9 11 16	7 11 27	7 5 15	10 2 15	19 9 17	14 0 12	189 92 250 531	35.6% 17.3% 47.1%
3. Which of the following are you concerned might occur in the Disgruntled employee might become violent in the workplace? Disgruntled customer might become violent in the workplace? Current or former partner of employee might become violent in the workplace? Robbery Terrorism Other I have no workplace safety concerns. Total Respondents	62 16 49 31 9 9 48	5 0 0 0 1 0 1	20 0 13 2 4 1 7	41 7 25 10 16 13 13	20 29 14 12 9 3 4	20 33 17 17 12 2 1	20 34 9 18 13 2 6	8 12 3 9 6 5 7	13 18 12 20 2 4 1	18 26 15 23 10 10 8	11 13 5 17 1 8 4	238 188 162 159 83 57 100 592	40.2% 31.8% 27.4% 26.9% 14.0% 9.6% 16.9%
4. What would you do if you suspected that a violent incident might occur at work? Do nothing Call the police Tell my supervisor Talk to other management Deal with it myself Don't know Total Respondents	3 50 111 34 10 5	0 1 4 1 0 1	0 18 15 6 3 1	4 19 43 16 7 12	0 14 34 11 0 0	0 18 31 11 0 0	0 15 39 9 1 1	0 16 18 11 4 0	0 17 26 13 2 0	2 16 27 16 6 2	0 15 18 12 3 1	9 199 366 140 36 23 592	1.5% 33.6% 61.8% 23.6% 6.1% 3.9%
5. Do you think that domestic violence (violence between current or former partners or spouses) is a workplace issue? No Yes Not Sure Total Respondents	46 95 14	3 1 2	8 22 2	26 42 13	2 31 3	4 27 3	12 30 4	5 20 1	2 22 4	7 30 6	7 15 5	122 335 57 514	23.7% 65.2% 11.1%
6. Has your employer explained to you how threats of violence in the workplace should be handled? No Yes Not Sure Total Respondents	48 93 13	6 0 0	10 17 4	59 16 8	14 16 3	5 24 2	5 38 5	11 12 3	2 18 8	24 13 6	17 6 3	201 253 55 509	39.5% 49.7% 10.8%








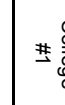

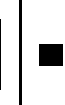
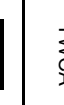
**Workplace Violence Survey
Final Results**












Survey Question	Location												
								College #1			YWCA		
7. Have you or anyone you know from work experienced threats, intimidation, harassment, or physical violence in a personal, family, and/or dating relationship?													
Never	66	2	16	23	9	6	21	9	10	16	10	188	38.5%
More than 5 years ago	11	1	1	13	5	9	10	5	0	6	3	64	13.1%
1 - 5 years ago	22	2	9	17	6	8	12	3	4	3	5	91	18.6%
Within the last year	30	0	4	6	11	2	4	5	6	11	5	84	17.2%
Ongoing	22	0	2	12	3	4	1	1	6	7	3	61	12.5%
Total Respondents												488	
8. Did the incident(s) referred to above occur at work?													
Yes	54	2	11	28	12	13	13	12	2	13	4	164	52.4%
No	28	1	3	16	11	11	14	3	12	12	12	123	39.3%
Not Sure	5	1	2	7	1	1	0	0	6	3	0	26	8.3%
Total Respondents												313	
9. What kind of incident(s) occurred at work?													
Emails/phone calls	17	0	1	5	5	5	3	4	0	5	0	45	27.4%
Stalking	16	0	2	5	5	6	4	3	0	7	0	48	29.3%
Threats/intimidation	34	1	7	16	6	9	7	7	0	6	4	97	59.1%
Harassment	36	1	4	11	10	8	3	5	0	8	2	88	53.7%
Work sabotage	5	0	1	6	4	0	0	1	0	2	1	20	12.2%
Physical violence	5	1	2	7	2	4	1	6	0	2	0	30	18.3%
Property damage	14	0	1	4	2	1	1	3	0	1	0	27	16.5%
Other	3	0	0	8	1	1	0	2	0	3	0	18	11.0%
Total Respondents												164	
10. How frequent were these incident(s) at work?													
Rarely	18	0	6	7	2	1	5	7	0	0	2	48	29.6%
Monthly	3	1	1	4	1	2	1	1	0	2	0	16	9.9%
Weekly	11	0	0	3	1	7	3	0	0	2	1	28	17.3%
Daily	11	1	3	8	3	2	1	1	0	5	1	36	22.2%
Not Sure	11	0	1	7	5	1	3	3	0	3	0	34	21.0%
Total Respondents												162	
11. Did the people involved work for the same employer?													
Yes	44	2	5	21	5	4	5	2	0	8	2	98	60.5%
No	7	0	5	6	6	10	7	9	0	4	1	55	34.0%
Not Sure	4	0	0	3	1	0	0	0	0	0	1	9	5.6%
Total Respondents												162	
12. Did the people involved work in the same location (facility)?													
Yes	45	2	6	21	5	4	3	4	0	7	2	99	60.7%
No	7	0	4	6	5	10	10	8	0	4	1	55	33.7%
Not Sure	3	0	1	2	2	0	0	0	0	0	1	9	5.5%
Total Respondents												163	

**Workplace Violence Survey
Final Results**

Survey Question	Location												
								College #1			YWCA		
13. How did these incidents affect you at work? (Either as victim or as an observer)													
No effect	8	0	2	10	1	5	2	1	0	1	0	30	18.3%
Nervous or frightened	12	1	2	10	4	4	5	6	0	3	1	48	29.3%
Angry	17	1	4	6	1	4	3	6	0	4	0	46	28.0%
Distracted	11	1	3	3	4	3	4	5	0	5	0	39	23.8%
Late/missed work	4	0	0	1	0	0	0	0	0	2	0	7	4.3%
Considered quitting	8	0	3	2	0	2	1	0	0	2	2	20	12.2%
Other	1	0	0	3	2	0	0	0	0	1	0	7	4.3%
Uncomfortable "dealing" with the victim or abuser	20	0	1	9	5	2	5	3	0	4	2	51	31.1%
Negative effect on job performance	7	0	3	4	2	3	1	3	0	4	2	29	17.7%
Negative effect on job status (promotions, raises, evaluations)	6	0	0	3	2	0	1	1	0	3	2	18	11.0%
Changed my work habits	7	1	0	5	2	2	1	1	0	2	1	22	13.4%
Moved work area to another location	2	2	0	1	0	0	0	1	0	2	0	8	4.9%
Total Respondents												164	
14. Did anyone report any of these incidents to the employer?													
Yes	47	2	10	20	9	9	9	8	0	6	2	122	73.9%
No	5	0	1	8	1	2	1	2	0	2	1	23	13.9%
Not Sure	3	0	0	5	1	2	2	2	0	4	1	20	12.1%
Total Respondents												165	
15. Who reported it?													
Victim	27	2	2	4	7	2	4	4	0	4	1	57	37.7%
Family member	2	0	0	1	0	0	0	0	0	0	0	3	2.0%
Coworker	19	0	4	9	3	5	5	1	0	2	0	48	31.8%
Supervisor/Manager/Team Leader	10	1	1	6	0	3	1	3	0	1	0	26	17.2%
Non-coworker friend	1	0	0	0	1	0	0	0	0	1	0	3	2.0%
Other	1	0	1	2	0	1	0	0	0	0	0	5	3.3%
Not Sure	2	0	2	0	1	1	0	1	0	1	1	9	6.0%
Total Respondents												151	
16. How did the employer respond?													
Employee sent to HR, counseling, and/or EAP program	18	0	0	4	3	2	1	3	0	1	0	32	24.1%
Altered physical workspace	3	0	0	0	0	0	0	0	0	1	0	4	3.0%
Removed the employee	16	1	5	5	2	0	1	0	0	1	0	31	23.3%
Disciplined the employee (victim or perpetrator)	13	0	2	2	1	2	0	0	0	1	0	21	15.8%
Not Sure	14	1	2	3	3	7	7	4	0	3	1	45	33.8%
Total Respondents												133	
17. Was the response effective?													
Yes	27	0	5	8	4	4	5	3	0	4	0	60	52.6%
No	7	2	4	5	1	2	1	0	0	1	1	24	21.1%
Not Sure	12	0	1	2	4	3	3	4	0	1	0	30	26.3%
Total Respondents												114	

**Workplace Violence Survey
Final Results**

Survey Question	Location												
								College #1			YMCA		
18. Do you think the employer had any other way of knowing about the incident?													
Yes	2	0	1	4	0	4	2	1	0	2	2	18	46.2%
No	6	0	0	4	2	0	2	3	0	4	0	21	53.8%
Total Respondents												39	
19. Do you think the employer responded to the situation?													
Yes	0	0	0	0	0	1	0	0	0	0	1	2	12.5%
No	2	0	1	3	0	3	1	1	0	2	1	14	87.5%
Total Respondents												16	
20. Was the response effective?													
Yes	0	0	0	0	0	0	0	0	0	0	1	1	50.0%
No	0	0	0	1	0	0	0	0	0	0	0	1	50.0%
Total Respondents												2	
21. Do you think the employer should have responded?													
Yes	2	0	1	3	0	1	1	1	0	2	1	12	85.7%
No	0	0	0	0	0	2	0	0	0	0	0	2	14.3%
Total Respondents												14	
22. In the incident(s) above, were you the:													
Coworker (of victim or perpetrator)	35	2	8	16	12	9	7	4	2	5	3	103	32.3%
Victim	19	0	2	10	2	9	5	3	2	7	6	65	20.4%
Perpetrator	1	0	1	2	0	0	0	1	0	1	0	6	1.9%
Supervisor	10	1	2	1	4	0	5	2	0	4	0	29	9.1%
Friend	34	3	4	14	5	11	11	4	14	10	6	116	36.4%
Total Respondents												319	
23. Do you always feel safe outside the workplace but while still on your employer's property?													
No	43	3	10	20	17	13	17	8	19	20	18	188	39.7%
Yes	107	3	21	44	13	17	29	16	7	21	7	285	60.3%
Total Respondents												473	
24. Which of the following (if any) would make you feel safe?													
Additional parking lot lighting	28	2	4	7	12	10	14	6	18	16	9	126	67.0%
Screening (plants/fencing) between the public street and the parking	8	2	1	0	3	5	3	1	0	5	3	31	16.5%
Security cameras	25	0	4	5	9	7	12	3	14	12	6	97	51.6%
Security guard(s)	25	0	4	6	13	11	16	5	14	16	8	118	62.8%
Adding or repairing sidewalks	6	0	0	0	3	3	2	1	4	6	0	25	13.3%
Stop sign(s) or other traffic flow changes	6	0	0	3	4	2	4	0	6	10	1	36	19.1%
Total Respondents												188	

Workplace Violence Survey Final Results													
Survey Question	Location												
								College #1			YMCA		
25. Please select your age group.													
Under 25	11	0	1	6	0	1	4	1	0	2	5	31	6.6%
25-34	29	0	7	19	4	7	13	7	2	5	7	100	21.2%
35-44	34	5	13	12	8	8	5	7	10	12	4	118	25.0%
45-54	42	1	7	14	11	11	8	7	10	5	5	121	25.6%
55-64	28	0	2	8	6	4	15	2	6	14	3	88	18.6%
65 or older	4	0	0	2	2	0	2	0	0	3	1	14	3.0%
Total Respondents												472	
26. What is your gender?													
Female	96	2	6	17	23	29	40	12	20	23	20	288	60.6%
Male	56	4	24	44	8	2	7	12	8	19	3	187	39.4%
Total Respondents												475	
27. What is your relationship with your employer?													
Supervisory Employee	27	1	6	12	4	4	10	7	2	5	12	90	21.4%
Non-Supervisory employee	83	4	21	30	18	21	29	5	2	11	6	230	54.6%
Temporary/Contract employee	2	0	0	1	0	0	2	0	0	6	0	11	2.6%
Customer	0	0	0	0	0	0	0	1	0	1	0	2	0.5%
Administration	15	0	0	5	4	0	2	2	0	10	1	39	9.3%
Faculty	5	0	0	3	0	4	0	7	20	5	5	49	11.6%
Total Respondents												421	

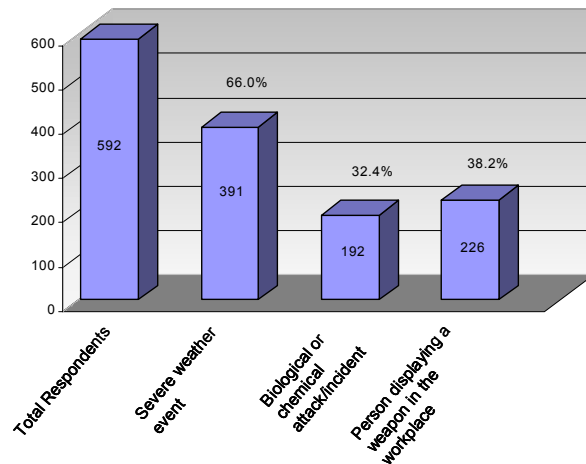
Appendix A

Workplace Violence Survey

Summary Results

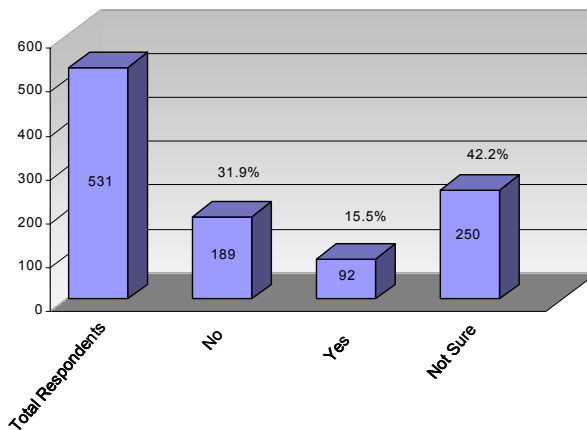
Question 1

Has your employer told you what to do in the event of a:



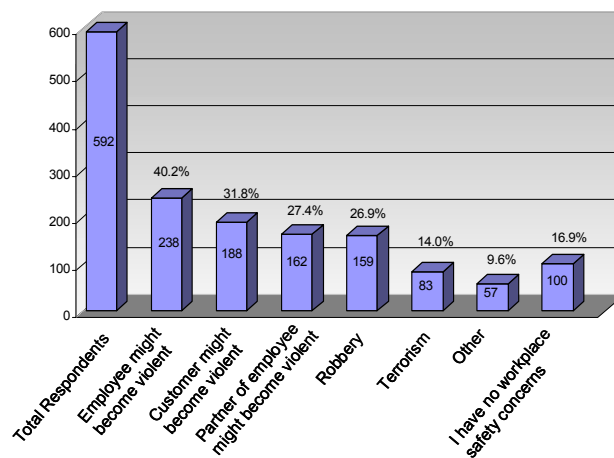
Question 2

Does your employer have procedures for specific Homeland Security alert levels?



Question 3

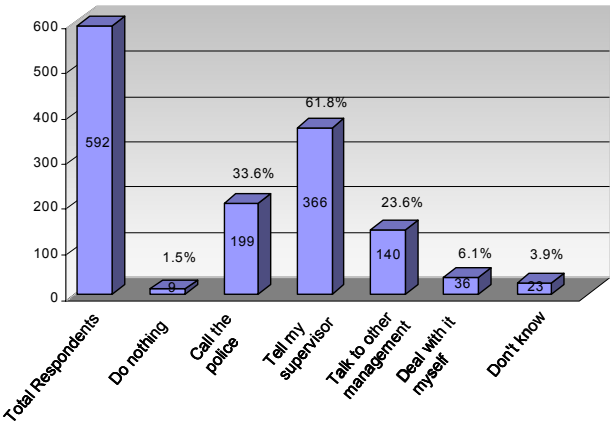
Which of the following are you concerned might occur in the workplace?



Appendix A

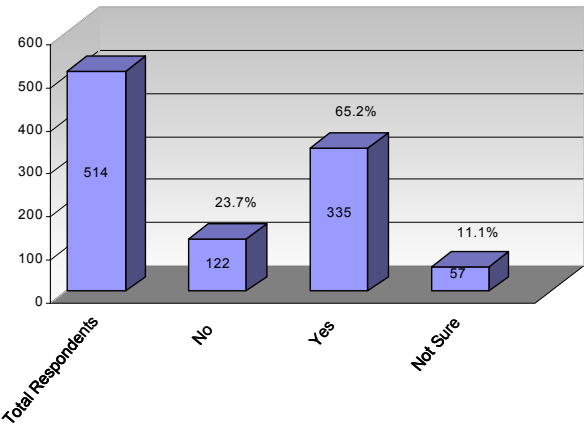
Question 4

What would you do if you suspected that a violent incident might occur at work?



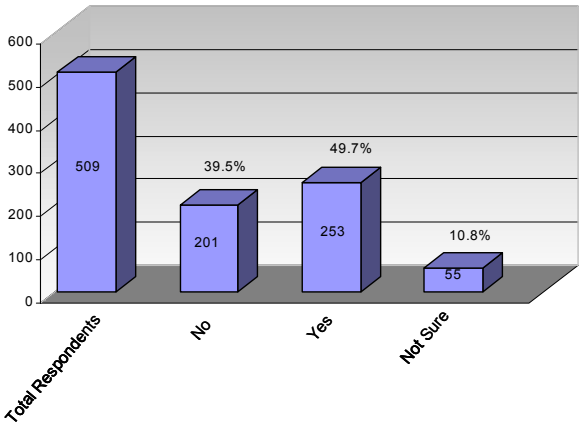
Question 5

Do you think that domestic violence is a workplace issue?



Question 6

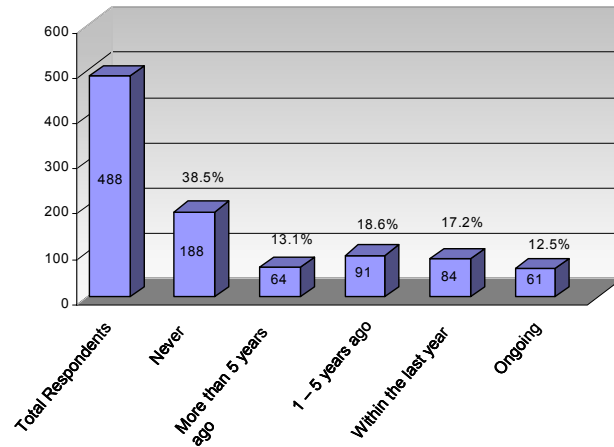
Has your employer explained how threats of violence should be handled?



Appendix A

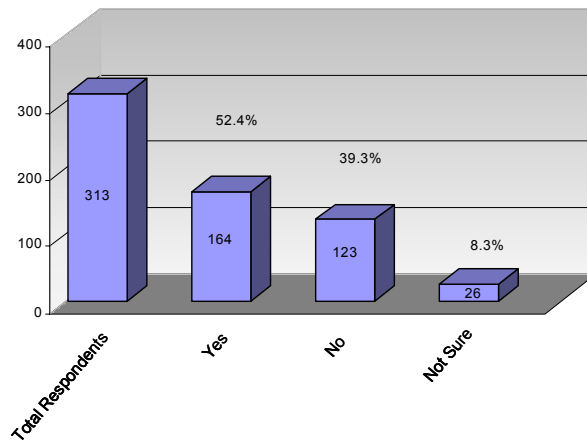
Question 7

Have you or anyone you know experienced threats, intimidation, harassment, or physical violence in a personal, family and/or dating relationship?



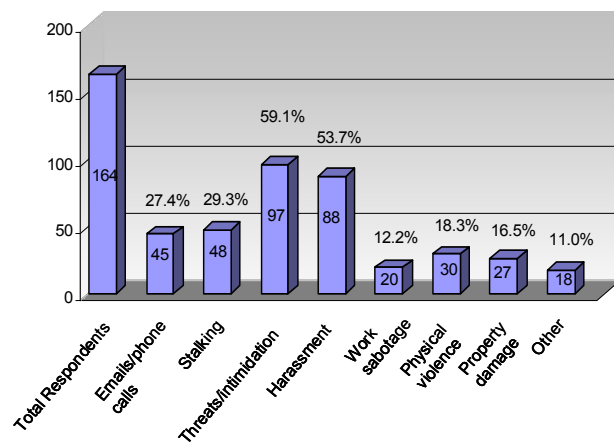
Question 8

Did the incident(s) referred to above occur at work?



Question 9

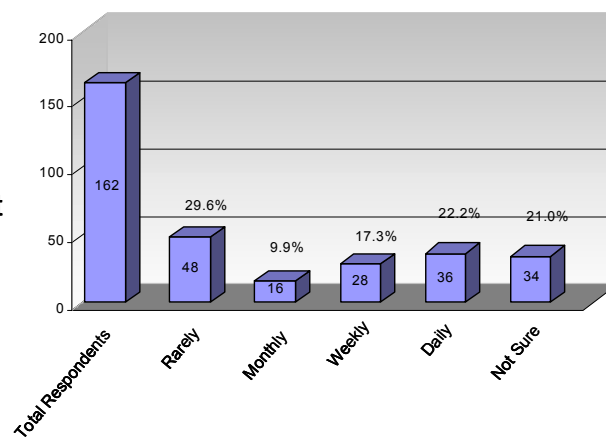
What kind of incident(s) occurred at work?



Appendix A

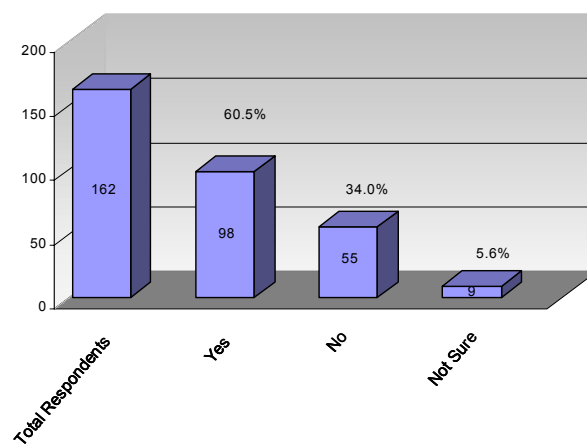
Question 10

How frequent were these incident(s) at work?



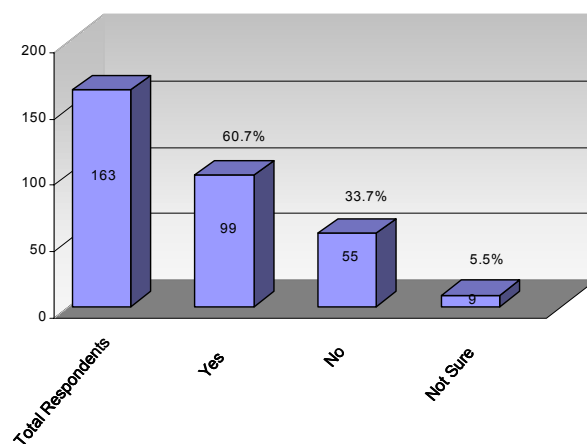
Question 11

Did the people involved work for the same employer?



Question 12

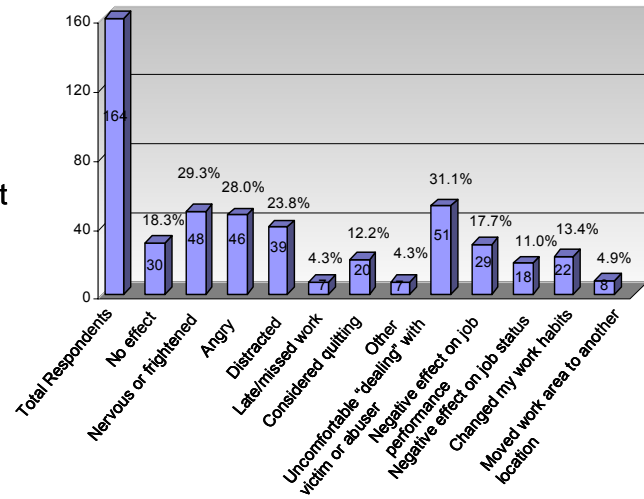
Did the people involved work in the same location (facility)?



Appendix A

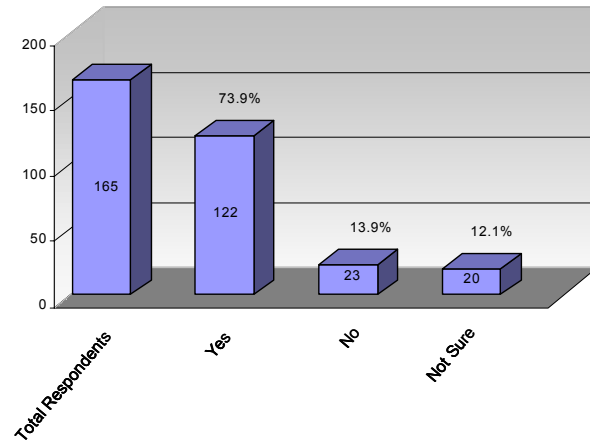
Question 13

How did these incidents affect you at work?



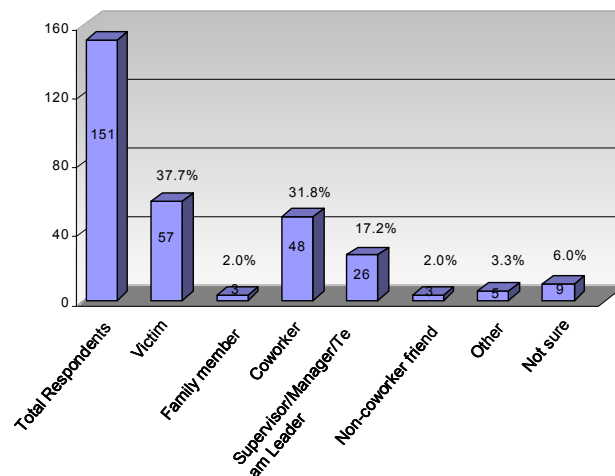
Question 14

Did anyone report any of these incidents to the employer?



Question 15

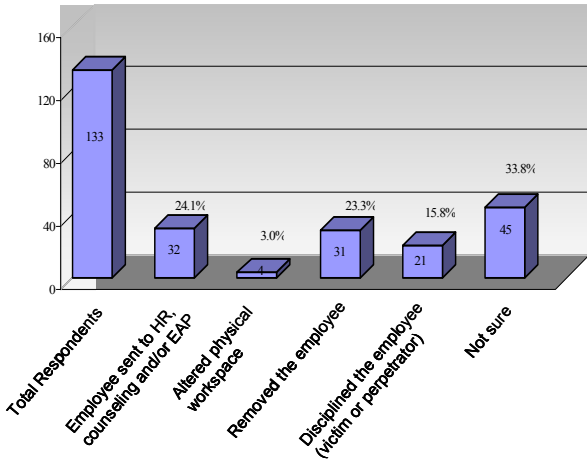
Who reported it?



Appendix A

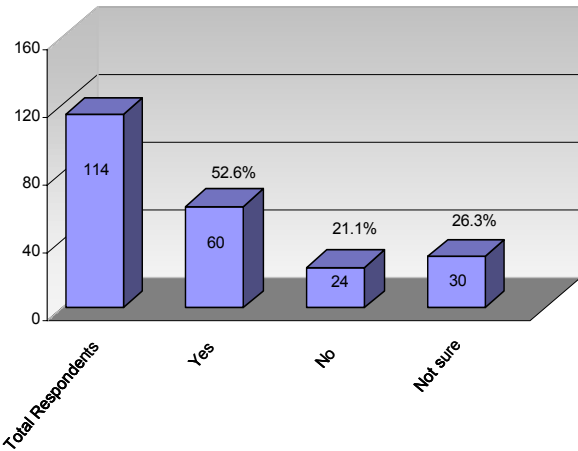
Question 16

How did the employer respond?



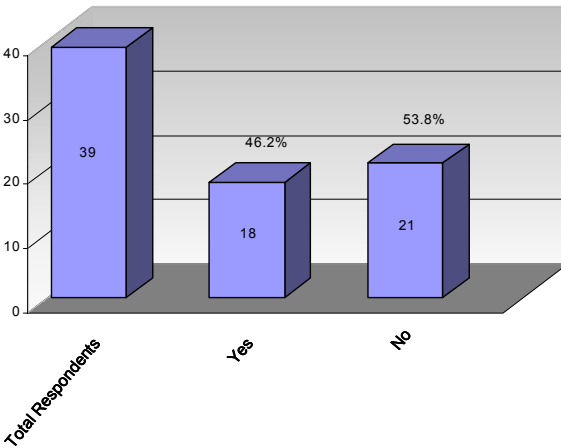
Question 17

Was the response effective?



Question 18

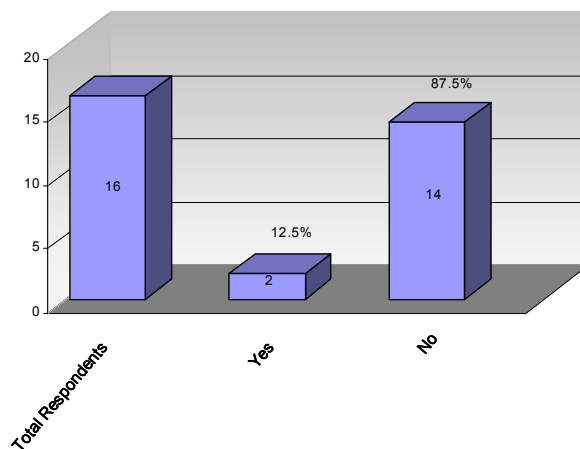
Do you think the employer had any other way of knowing about the incident?



Appendix A

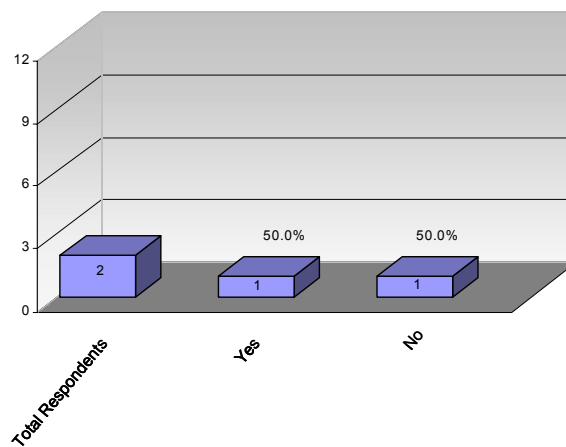
Question 19

Do you think the employer responded to the situation?



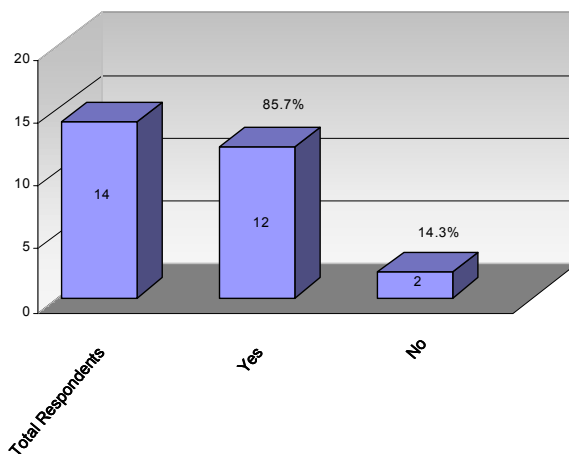
Question 20

Was the response effective?



Question 21

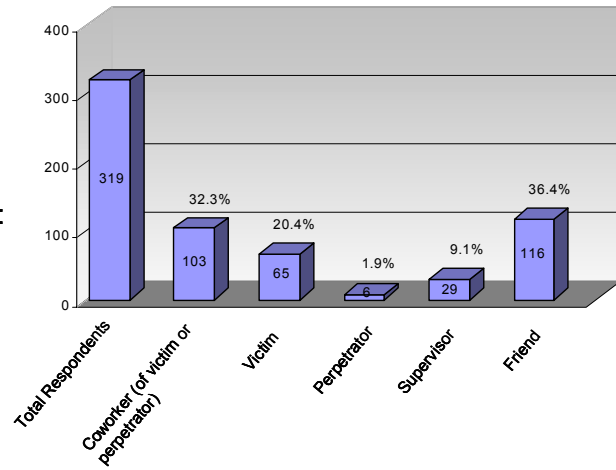
Do you think the employer should have responded?



Appendix A

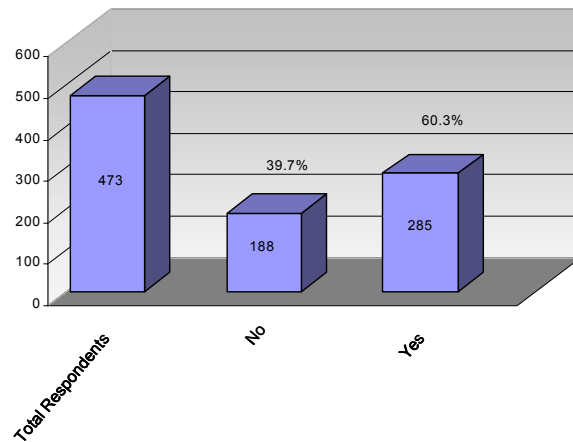
Question 22

In the incident(s) above, were you the:



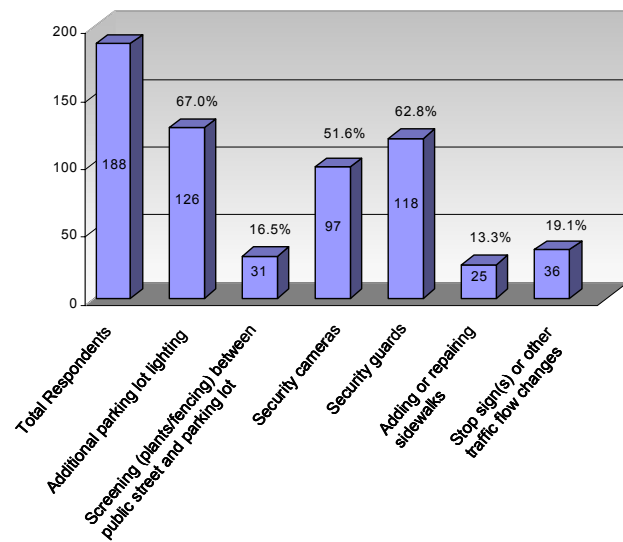
Question 23

Do you *a/ways* feel safe outside the workplace but while still on your employer's property?



Question 24

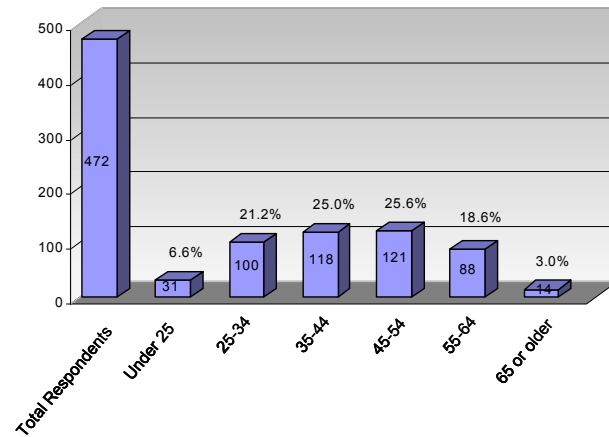
Which of the following (if any) would make you feel safe?



Appendix A

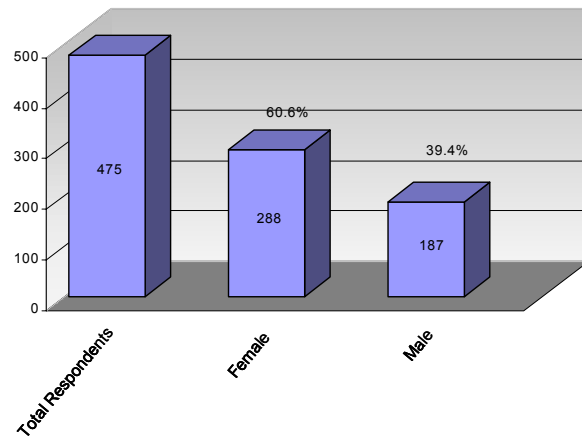
Question 25

Please select your age group.



Question 26

What is your gender?



Question 27

What is your relationship with your employer?

